

1997 Summary of Performance Measures for Category 4 NAVFAC Contracting Offices--Raw Data																					
	Parent Organization →	SOUTHDIV	SOUTHDIV	EFA MW	LANTDIV	LANTDIV	EFA CHES	EFA CHES	SWDIV	SWDIV	EFA WEST	EFA NW	EFA NW	EFA NW	EFA NW	PACDIV	PACDIV				
	Specific Office →	NFEC Field Office Charleston	NFEC Field Office Barksdale	ROICC Great Lakes	OIC FSC Sabana Seca	OIC FSC Sugar Grove	ROICC Bethesda	ROICC NDW Wash DC	ROICC Bridgeport	ROICC Miramar	ROICC Travis	ROICC Silverdale	ROICC NAS Whidbey	ROICC Everett	ROICC Bremerton	ROICC MIDPAC	ROICC Kaneohe				
	Contracting Office Code →	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4				
	Associates Surveyed →	27	6	13	2	1	3	10	2	9	20	3	2	5	3	20	15				
	Associate Surveys Received →	14	5	10	2	1	2	9	2	6	9	3	2	1	3	14	10				
	Customers Surveyed →	8	18	7	8	14	3	10	5	4	6	10	12	6	14	3	3				
	Customer Surveys Received →	3	3	2	3	5	1	0	0	1	3	10	6	4	5	3	1				
Source	Category																	Benchmark	Nadir	Range	Average
Customer Survey	Timeliness	.533	.800	.700	.700	.880	.600			.600	1.000	.975	.400	.850	.510	.133	.800	1.000	.133	0.867	.677
	Quality	.250	.583	.500	.633	.900	.250			.750	.917	.922	.517	1.000	.650	.417	1.000	1.000	.250	0.750	.664
	Service/Partnership	.367	.783	.650	.800	.833	.100			.900	1.000	.958	.627	.900	.570	.400	.900	1.000	.100	0.900	.699
Associate Survey	Quality Work Environment	.557	.971	.700	.571	.714	.286	.825	.643	.952	.659	.929	.643	.714	.571	.698	.878	.971	.286	0.685	.707
	Leadership/Management	.615	1.000	.813	.542	.833	.750	.815	.500	.772	.759	.958	.500	.667	.861	.769	.890	1.000	.500	0.500	.753
Self Assessment	Quality Workforce	.750	.650	.575	.700	1.000	.650	.650	.525	.700	.550	.700	.650	.500	.675	.700	.800	1.000	.500	0.500	.673
	Acquisition Excellence	.550	.625	.717	.633	.533	.700	.800	.544	.852	.800	.867	.467	.500	.700	.800	.800	.867	.467	0.400	.681
	Accurate, Timely, and Efficient Data Collection	.700	.400	.550	.300	.500	.600	.550	.500	.650	.800	.550	.400	.500	.550	.500	.400	.800	.300	0.500	.528
	Meet Mission Goals	.542	.824	.676	.755	.891	.664	.732	.430	.785	.682	.879	.612	.473	.676	.634	.812	.891	.430	0.461	.692
1997 Summary of Performance Measures for Category 4 NAVFAC Contracting Offices--Normalized Data																					
	Source																	Benchmark	Nadir	Range	Average
Customer Survey	Timeliness	.461	.769	.654	.654	.862	.539			.539	1.000	.971	.308	.827	.435	.000	.769	1.000	0.000	1.000	.628
	Quality	.000	.444	.333	.511	.867	.000			.667	.889	.896	.356	1.000	.533	.223	1.000	1.000	0.000	1.000	.551
	Service/Partnership	.297	.759	.611	.778	.814	.000			.889	1.000	.953	.586	.889	.522	.333	.889	1.000	0.000	1.000	.666
Associate Survey	Quality Work Environment	.396	1.000	.604	.416	.625	.000	.787	.521	.972	.545	.939	.521	.625	.416	.601	.864	1.000	0.000	1.000	.615
	Leadership/Management	.230	1.000	.626	.084	.666	.500	.630	.000	.544	.518	.916	.000	.334	.722	.538	.780	1.000	0.000	1.000	.506
Self Assessment	Quality Workforce	.500	.300	.150	.400	1.000	.300	.300	.050	.400	.100	.400	.300	.000	.350	.400	.600	1.000	0.000	1.000	.347
	Acquisition Excellence	.208	.395	.625	.415	.165	.583	.833	.193	.963	.833	1.000	.000	.082	.583	.833	.833	1.000	0.000	1.000	.534
	Accurate, Timely, and Efficient Data Collection	.800	.200	.500	.000	.400	.600	.500	.400	.700	1.000	.500	.200	.400	.500	.400	.200	1.000	0.000	1.000	.456
	Meet Mission Goals	.243	.855	.534	.705	1.000	.508	.655	.000	.770	.547	.974	.395	.093	.534	.443	.829	1.000	0.000	1.000	.568